LOS ANGELES COUNTY
INFORMATION SYSTEMS COMMISSION

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Members

Jonathan S. Fuhrman
Chair

Alfred S. Samulon
Vice Chair

T. Austin Bordeaux
William Chen
Ying Tung Chen
Marilyn G. Katherman
Tom Ross

MINUTES OF SPECIAL MEETING
of
OCTOBER 4, 2010
Room 372, Kenneth Hahn Hall of Administration

ATTENDANCE

Members Present
Jonathan Fuhrman, Chair
Alfred Samulon
Marilyn Katherman
Tom Ross

Members Not Present
T. Austin Bordeaux
William Chen
Ying Tung Chen

Others Present
Greg Melendez, Chief Information Office
Robert Pittman, Chief Information Office
Michael Sylvester, Department of Public Social Services

Commission Services Staff
Lee Millen
Nyla Jefferson
Roy Sinclair

CALL TO ORDER

Chair Fuhrman called the meeting to order at 3:35 p.m. as a Committee of the Whole. A quorum was recognized at 3:45 p.m. A self-introduction followed.

CHAIR'S REPORT

Chair Fuhrman introduced recently appointed Los Angeles County Economy and Efficiency Commissioner Arne Kalm; he has an IT background and is present to familiarize himself with the Commission's role and duties.

UPDATE ON THE LEADER REPLACEMENT SYSTEMS

Michael Sylvester, Assistant Director, DPSS, provided the following update on the efforts made to the Leader Replacement System Project:

➢ DPSS informed the Board of Supervisors that Accenture was selected as the vendor to develop and implement the Leader Replacement System (LRS) in August 2009.

> ➢ From November 2009 through June 2010, DPSS conducted confidential contract negotiations with the selected vendor, Accenture.
> ➢ In June/July 2010, Accenture executed its letter of intent to enter into the LRS agreement, as negotiated.
> ➢ Both 'non-selected' vendors protested the selection process with DPSS' Contract Management Division (CMD), who has not been involved in the LRS procurement process. They have been processing each protest, conducting a comprehensive assessment, and are preparing to respond in about two weeks with appropriate responses to the respective vendor. If one or both of the 'non-selected' vendors are still not satisfied, they can appeal to a County review panel, comprised of personnel from the Executive Office and County Counsel.
> ➢ LRS is still considered an open procurement until the negotiated LRS agreement is before the Board, thus the negotiated LRS agreement and corresponding dollar amount is still considered confidential.
> ➢ LRS is a system designed to replace by late 2014 all older public assistance systems serving DPSS (i.e. LEADER, GEARS, GROW, etc.) that handle program eligibility and benefit issuance.
> ➢ The County will contribute approximately 7.2% of the payment for the new system. The State of California and the Federal Government will pay the remaining amount (over 92%).
> ➢ December 14, 2010 is the tentative Board of Supervisors' submittal date for the negotiated LRS agreement. The LRS project has been approved by the Governor, State Assembly and State Senate, but the final State budget has not become public as of yet. It is anticipated that the State will continue to fund LRS going forward.
> ➢ This system will change how the public will interface with the County for social services; providing anytime access to all of DPSS services over the Web. The State will also be able to interface more easily with the LRS system than ever before.

(Commissioner Samulon joined the meeting constituting a quorum.)

APPROVAL OF MINUTES FROM MARCH 1, 2010 MEETING AND RECEIVE AND FILE MAY 3, 2010 SUMMARY

On motion of Commissioner Ross, seconded by Commissioner Katherman and unanimously carried, the minutes of March 1, 2010 was approved. Also, the May 3, 2010 Summary was received and filed by acclamation.

UPDATE ON POLICY THAT DRIVES COUNTY SECURITY SYSTEM CONTROLS

Robert Pittman, Chief Information Office, reported there are 13 IT security policies numbered from 6.100 – 6.112. For the last 14 months, his office, County Counsel and the

Information Security Steering Committee (ISSC), comprised of County Information Security Officers, are reviewing, updating and implementing term consistencies. The current adopted policies are posted on the County Internet, http://countypolicy.co.la.ca.us/, for the Commission's review. Two of the policies have been completed and the remaining ten revised policies are awaiting review by ISSC. These revised policies can be reviewed on the County's intranet only. Policy 6.100 defines the terms, and the other policies reference back to 6.100 for clarity. Policy 6.105, Internet Usage, addresses acceptable use of the social networks for approved departments, Public Health, DPSS, DCFS, Health Services and the Fire Department. For example, the Fire Department provided relief in Haiti and used Twitter to inform colleagues of their whereabouts. It is available to other departments upon request.

Also added is the inappropriate use of social networks by County employees. The use of social networks after work hours/at home to defame the County or its employees is of concern. Language was added to the Acceptable Use Permit citing appropriate usage of the social networks that each employee must sign annually for continued internet access.

The policies require review by the ISSC, CIO, labor unions, Human Resources, and IT Board Deputies. The review and approval of the policies should be complete by the end of 2010 or January 2011. Policy 6.110, Protection of Information on Portable Computing Devices, prohibits access of confidential data on any portable devices. Presently, there is no technology that will disallow what type of materials to view on portable devices.

Vice Chair Samulon suggested that the CIO consider adding an exception mechanism in a few of the policies that would address any legitimate reason for disabling or manipulating the computer system.

Vice Chair Samulon also requested copies of the revised policies. Mr. Pittman distributed a list of polices and will e-mail staff the revised policies for the Commission to review.

FOLLOW-UP REPORT ON RESPONSE TO THE BOARD OF SUPERVISORS' REQUEST FOR RECOMMENDATIONS ON RESTRUCTURING THE INFORMATION SYSTEMS COMMISSION

Greg Melendez, Chief Information Office, reported that Mr. Sanchez is out-of-town at an IT Director's Conference. There is not much activity at the Board of Supervisors' level on the restructuring of the Information Systems Commission; however, efforts are ongoing. Chair Fuhrman will attempt to meet with his Supervisor regarding this issue.

COLLECT SKILL SETS (FOR INTERNAL USE ONLY) TO PRESENT TO THE BOARD OF SUPERVISORS

This item will be discussed at the next meeting.

**REPORT ON AGGREGATE BUDGET TOTALS ON IT EXPENDITURES BY COUNTY
DEPARTMENTS**

Greg Melendez, Chief Information Office (CIO), distributed a PowerPoint presentation titled, Enterprise IT Strategies and Business Automation Planning, and a handout on the FY 2010-11 Information Technology (IT) Budget of County Departments (proposed).

Discussion ensued on implementing IT continuities and initiatives within the County of Los Angeles. The CIO is working with the Board to strengthen the IT ordinance and their role in directing departments with IT projects, budgeting and providing oversight. All County departments will consult with the CIO office prior to implementing any major projects. Minor purchases will also be directed to the CIO's office to possibly produce cost savings by purchasing in large volumes. The strategy is to focus on efficiencies like shared data centers, paper management, reducing and decentralizing the 65 major data centers that currently exist, and reducing server room facilities square footage.

Mr. Melendez briefly addressed the following initiatives and projects: County Fiscal Year 2010-2011 IT Budget; BAP; CIO Strategic Goals; Enterprise Content Management (ECM), Shared Data Center Strategy; Information Technology Shared Services (ITSS), Enterprise Web and Conferencing, Managed Print Services (MPS), Strategic Sourcing Program; E-Government Program; Enterprise GIS Program; and the Information Security Program.

Each department is to develop a three year IT plan and a one year operating plan for that fiscal year. The CIO is working on developing common disaster recovery standards with the Chief Executive Office. Each year the County Office of Emergency Management (OEM) team has conducted countywide tests utilizing first responders. The CIO has requested that the CEO have departments include business impact analysis scenarios for recovering data. The OEM directed all departments to develop a business continuity plan that may need updating to further strengthen the process.

Mr. Melendez agreed to provide at the next Commission meeting an update on the Rancho Data Center. The data center will house the most critical applications and his office is working with the CEO to identify an additional data center on the same campus but much less robust. Also, a location is being sought for another disaster recovering center besides the one located in Santa Ana. The CIO is proposing that departments use virtualization to facilitate centralization.

Chair Samulon requested that Mr. Melendez provide a five-year trend on the application and project portfolios, and on departments with contractors. The CIO is expecting to see some resistance in consolidating/centralizing data centers because of the loss of control and a misunderstanding of the purpose and funding sources. Best practices would centralize storage and maintenance to eventually reduce cost.

SUGGESTION FOR IT STUDY

Chair Fuhrman introduced Commissioner Arne Kalm, L.A. County Economy and Efficiency Commission, who was appointed recently for the purpose of offering IT ideas to the E& E Commission. Commissioner Kalm expressed hope that a collaboration between the ISC and the E&E Commission would help create an environment within the County to accept driving technologies and support the hard working professionals in the CIO. He is hopeful that both Commissions find a construct for a project that helps the County move forward in 2011- 2012 to a better appreciation of continuing utility application technology.

Vice Chair Samulon recommended that the County allow constituents access to a virtual external suggestion box for providing ideas on efficiencies.

On motion of Vice Chair Samulon, seconded by Commissioner Ross and unanimously carried, the Commission proposed that a letter be forwarded to the CIO and copied to the CEO, recommending that the County add a user friendly suggestion box where users can view what is posted and post to the website focusing on inefficiencies/waste in the unincorporated areas of Los Angeles County.

Chair Fuhrman noted that the Commission could look at similar projects such as the suggestion box, or look at higher level projects and what issues are pushed forward and which funds are dedicated for each particular year.

2010 STRATEGIC ISSUES

Mr. Melendez provided the following IT strategies for 2010:

➢ Pushing departments to shared services models in response to the budget crisis.
➢ Technology enablement opportunities to improve service deliveries as it relates to mobile applications, enterprise content management, e-government, and public reservations.
  o Recently implemented a reservation system for Beaches and Harbor, and Parks and Recreation.
➢ The E-CAPS' program for the Department of Human Resources' project will replace the core financials. E-CAPS has cost and grant accounting. Includes implementing the procurement process in almost all the departments. It is a more expansive system that the County has successfully implemented for payroll and the last phase is human resource management/item control.
➢ This is the fist time there is a unified item control. Employees can access on-line a self-services program to check their leave balance and their paycheck. Eventually paper checks will be phased out.
➢ There will be a scaleable robust application that would eliminate the shadow systems such as Legacy.
➢ The talent management models for DHR have been implemented but there is

some difficulty at the back end to include civil service regulations.

MATTERS NOT ON THE POSTED AGENDA (TO BE BRIEFLY DISCUSSED AND PLACED ON A FUTURE AGENDA)

The next meeting is scheduled for November 1, 2010.

PUBLIC COMMENT/ANNOUNCEMENTS

There was none.

ADJOURNMENT

There being no further business the meeting was adjourned at 5:09 p.m.